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Attorney Docket No.: 27996-133

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP APPEAL BRIEF-PATENTS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Transmitted herewith for filing in the above-identified patent application are the following documents:

1. Appellants' Brief pursuant to 37 C.F.R. §41.37 (14 pages); Claims Appendix (5 pages); Evidence Appendix (1 page) and Related Proceedings Appendix (1 page) (21 pages total) (in triplicate);
2. Petition for Extension of Time with Check Number 3770 in the amount of \$120.00 to cover the one-month Extension of Time fee;
3. Check Number 3771 in the amount of \$500.00 to cover the Appeal Brief filing fee under 37 C.F.R. §41.20(b)(2); and
4. Return Postcard.

The Commissioner is hereby authorized to charge any fee that may be due, or to credit any overpayment, to Deposit Account No. 50-0311, Ref. No.: 27996-133. A duplicate copy of this Transmittal Letter is enclosed.

Respectfully submitted,

Dated: May 14, 2007

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